

Power on.

Activation instructions inside.



Brightstar **Device Protection**



Activate Your Replacement Device

Before you activate your replacement device, your replacement device must be charged. These instructions apply to phones and data-only devices.

1 **BACK UP and SAVE your contacts and content from your original device.**

For iPhones

- Sync your original device with iCloud® service or iTunes® program to back up all contacts, music, apps, photos, and files.
- Connect your replacement device to your PC and follow the on-screen instructions.
- Sync with iTunes.

For all other devices:

Follow the device manufacturer's recommended back up process.

2 **TURN OFF your original device.**

If your original device was lost or stolen, skip to Step 4.

3 **REMOVE your SIM card from your original device (if applicable).**

Your SIM card can be found in a tab located on the side of the device or behind/next to the battery when removing the back cover.

4 **INSERT your SIM card into your replacement device. Turn on your replacement device.**

- If you received a new SIM card and know your old SIM card number, you may activate your new SIM card by signing into your account on Fido.ca. If you don't know your old SIM card number, please contact Fido at Fido.ca/contactus. During the repair or exchange process, we may or can delete all the eSIM profile on the device. If this happens, your carrier will supply you with a new eSIM card at no extra charge.

SIM card activation on Fido.ca

1. Log into 'My Account'
2. Choose the number for which you are changing SIM card
3. Select 'Update SIM card'
4. Enter the old SIM card number in the required field
5. Enter the new SIM card number in the required field
6. Select 'Next'
7. Double-check your info on the resulting confirmation page, and then select 'Update SIM'

You can now insert your SIM card into your phone. Just make sure to turn your device on and off to finish the process

To reactivate service on a phone previously reported lost or stolen

1. Log in to 'My Account'
2. Choose the number for the phone you want to reactivate, then select 'Reactivate My Device' on the resulting page.
3. Confirm your selection on the following page.



RETURN your original damaged device. You must return your damaged, unlocked device to Brightstar within 15 days to avoid a non-return fee of up to \$400.

- Place your damaged device in the padded envelope and seal it. Drop the envelope into any Canada Post mailbox. No postage necessary.
- **DON'T FORGET!** Keep your accessories including battery and SD card (if applicable).
- Please keep the receipt, original box, manual, and all packaging materials in a safe place. In the event that you experience problems with your replacement device, you must have these items for future exchanges with Brightstar.

To avoid a Locked Device Fee of up to \$400, iPhone users must deactivate the "Find My iPhone" feature. Android users whose devices are locked via a Samsung or Google account, must log into the account and unlock it.

Device Protection will appear as the payee on your banking or credit card statement by which you paid your Processing Fee. This will appear on your next statement.

If you experience any problems with your replacement device, please call Brightstar from any phone (mobile or landline) at 1-866-327-3399. Please have your replacement device and charger available for troubleshooting.

One Year Limited Product Warranty

Brightstar will repair or replace, at its sole discretion, any part or parts determined to be defective during the normal and customary use of the wireless device for a period of one (1) year from the date you receive your wireless device. In repairing or replacing the Replacement Equipment, we may replace it with a substitute wireless device or repair the Replacement Equipment with substitute parts of like kind, quality and functionality. Substitute Equipment or parts may have been remanufactured or may contain non-original manufacturer parts or be of a different brand, model or color.

This limited warranty does not provide protection for Replacement Equipment which has been subjected to abuse, misuse, exposure to moisture or water, unauthorized modification or repair, damage due to external causes or an Act of God, normal wear and tear which does not affect the original manufacturer's intended use, battery leakage or damage resulting from battery leakage.

This limited warranty is non-transferable and does not apply to Replacement Equipment on which the serial number has been altered, defaced or is missing.

IF A PROTECTED PRODUCT FAILURE OCCURS, PLEASE CALL BRIGHTSTAR TOLL-FREE AT 1-866-327-3399

APPLICABLE IN ALL OF CANADA, EXCEPT QUEBEC: TO THE EXTENT PERMITTED BY LAW, THIS WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL, WRITTEN, STATUTORY, EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OR CONDITIONS, INCLUDING WITHOUT LIMITATION, THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE AND USE AND WARRANTIES AGAINST HIDDEN OR LATENT DEFECTS, TO THE EXTENT PERMITTED BY LAW, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY; OTHERWISE THE REPLACEMENT OR REPAIR AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY. SOME PROVINCES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY (OR CONDITION) MAY LAST, SO THE LIMITATION DESCRIBED ABOVE MAY NOT APPLY TO YOU.